

MONTANA CHEMICAL DEPENDENCY CENTER

POLICY AND PROCEDURE MANUAL

Policy Subject: Hostile Patient Behavior	
Policy Number: CTP 09	Standards/Statutes: ARM 37.27.130
Effective Date: 01/01/02	Page 1 of 2

PURPOSE: To outline procedures that will effectively protect the safety of patients and staff when hostile patient behavior is exhibited.

POLICY: Hostile, aggressive or threatening behavior exhibited by patients will not be tolerated. Immediately upon observing this behavior, the Director and Chemical Dependency Supervisor will be notified of the situation. Patients who exhibit this behavior may be asked to immediately leave the facility. If a patient refuses to leave when notified to do so, 911 Emergency will be called and police summoned to remove the patient.

PROCEDURE:

- I. Each situation will be evaluated relative to the seriousness of the behavior being exhibited to determine the appropriate course of action.
- II. Available staff should make every attempt to verbally intervene at the first sign of patient discontent and de-escalate the patient in a calm, firm tone of voice.
- III. As necessary, all available staff in the immediate area of the disturbance will assist with the disturbance. A show of force may be all that is necessary to de-escalate a situation, as well as providing an element of safety in numbers. Utilize the intercom for the call of force code (Code Backup and floor number) to summon staff assistance.
- IV. The Charge Nurse, or other supervisory staff, will instruct assigned staff to remove all uninvolved patients to a safe area, i.e. group room, another floor, etc and remain with them until the disturbance is over.
- V. When a patient refuses, or is unable, to de-escalate to an acceptable level they may be instructed to leave the facility. Weather conditions and/or the patient behavior may not be conducive to simply kicking them out. In such cases, an assigned staff member will call 911 Emergency, explain the situation, and ask for police backup.
- VI. Staff will not attempt to physically detain or restrain a patient unless the following conditions exist:
 - a. The staff is trained and current in their certification in Mandt or other similar intervention

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